



BlackBerry 8703e Wireless Handheld

Version 4.1

User Guide

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Enterprise activation

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About enterprise activation

Use the enterprise activation feature to integrate your BlackBerry® device with your corporate Microsoft® Outlook®, IBM® Lotus Notes®, or Novell® Groupwise® email account if you have access to a BlackBerry Enterprise Server™ version 4.0 or later. You can also use the enterprise activation feature to load or restore device data that is saved as part of an automatic wireless backup, personal information management synchronization, or wireless email reconciliation.

If you have access to a BlackBerry Enterprise Server version 4.0 or later, and Enterprise Activation does not appear in the device options, verify with your service provider that your device is provisioned for enterprise activation. If your device is provisioned for the service and the option does not appear, contact your system administrator.

If you do not have access to a BlackBerry Enterprise Server version 4.0 or later, see the printed documentation that accompanied your device for more information about integrating your device with an email account.

Activate the device over the wireless network

1. Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network.

2. In the device options, click **Advanced Options**.
3. Click **Enterprise Activation**.
4. Type your corporate email address and the password provided to you by your system administrator.
5. Click the trackwheel.
6. Click **Activate**.

Note:

Limit the use of your BlackBerry® device until enterprise activation is complete.

Related topic

[Why are some messages already on my device? \(See page 108.\)](#)

Verify activation status

If the BlackBerry® device has not yet been activated, or you are upgrading your software, Enterprise Activation might appear on the Home screen. Click **Enterprise Activation** to check the activation status.

If Enterprise Activation does not appear on the Home screen, in the device options, click **Enterprise Activation** to check the activation status.

Email messages

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Send email messages

Save draft messages

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Set the importance level

Resend sent messages

Resend pending messages

Manage messages

File messages

View filed messages

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Mark messages as opened or unopened

Search the messages list

Save a copy of messages sent from the device

Add an auto signature

Set an out-of-office reply

Create filters

Set folder redirection

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Open messages

An unopened message appears in a messages list with a closed envelope icon. After you open the message, the closed envelope changes to an open envelope.

Note:

If your BlackBerry® device is integrated with more than one email account, you might be able to open messages from the message list for a specific email account.

Send email messages

1. In a messages list, click the trackwheel.
2. Click **Compose Email**.
3. In the **To** field, type an email address or a contact name.
4. Click the trackwheel.
5. Type a message.
6. Click the trackwheel.
7. Click **Send**.

Notes:

If a list of names appears as you type a contact name, click a name to add that contact to your message.

If your BlackBerry® device is integrated with more than one email account, you can select an account to send the message from. At the top of the message, in the **Send Using** field, press the **Space** key until the preferred email account appears. You might also be able to send messages from the message list for a specific email account.

Related topic

Search for contacts in your company address book (See page 57.)

Save draft messages

To save a draft of a message, click the trackwheel. Click **Save Draft**.

Add multiple contacts to a message

To add multiple contacts to a message, in a blank **To** or **CC** field, type an email address, PIN number, or a contact name.

To add a blind carbon copy (BCC) recipient, click the trackwheel. Click **Add Bcc**.

To attach a contact to a message, click the trackwheel. Click **Attach Address**.

Set the importance level

1. When composing a message, click the trackwheel.
2. Click **Options**.
3. Set the **Importance** field to **High** or **Low**.
4. Click the trackwheel.
5. Click **Save**.

Resend sent messages

To change the text in a sent message and resend it, in the open message, click the trackwheel. Click **Edit**. Change the text. Send the message.

To change the recipient of a sent message and resend it, in the open message, click the trackwheel. Click **Edit**. Click a contact. Click **Change Address**. Click a new contact. Send the message.

To resend your message to the same contact, in the open message, click the trackwheel. Click **Resend**.

Resend pending messages

Messages that appear in a messages list with a clock icon are pending and should be resent automatically. To manually resend the message, in the open message, click the trackwheel. Click **Resend**. If your message cannot be sent after a period of time, you receive a message indicating that the message was not sent successfully.

Manage messages

Open a message. Click the trackwheel. Click one of the following menu items:

- **Save**
- **Reply**
- **Forward**
- **Forward As**
- **Reply To All**
- **Delete**

Notes:

To remove the original message from a reply, click the trackwheel. Click **Delete Original Text**.

If your BlackBerry® device is integrated with more than one email account, you might be able to manage messages from the message list for a specific email account.

File messages

To file a message, click the message. Click **File**. Click a folder. Click **File**.

Notes:

To expand a folder, click a folder with a plus sign (+) beside it. Click **Expand**.

To collapse a folder, click a folder with a minus sign (-) beside it. Click **Collapse**.

Related topics

[Can I file messages? \(See page 109.\)](#)

[View filed messages \(See page 13.\)](#)

View filed messages

To display all filed messages in a messages list, in the messages options, click **General Options**. Set the **Hide Filed Messages** field to **No**. Click the trackwheel. Click **Save**.

To view messages that are stored in a specific folder, in a messages list, click the trackwheel. Click **View Folder**. Click a folder. Click **Select Folder**.

Delete multiple messages at one time

To delete multiple messages, hold the **Shift** key and select messages. Press the **Backspace/Delete** key.

To delete messages that you sent or received prior to or on a specific date, click a date field. Click **Delete Prior**.

Note:

When your email messages are reconciled between your BlackBerry® device and your desktop email program, any messages that you have deleted from your device using the Delete Prior option are not deleted from your desktop email program.

Related topic

[Reconcile deleted messages \(See page 31.\)](#)

Mark messages as opened or unopened

To change the status of a message, click a message. Click **Mark Opened** or **Mark Unopened**.

To change the status of multiple unread messages to read, click a date field. Click **Mark Prior Opened**.

Save a copy of messages sent from the device

In the messages options, click **Email Settings**. Set the **Save Copy In Sent Folder** field to **Yes**. Click the trackwheel. Click **Save**.

Note:

Copies of sent messages are stored in the Sent Items folder in your desktop email program.

About auto signatures

Your auto signature is added to your email messages after you send them. The auto signature does not appear on your BlackBerry® device when you compose the message.

To add an auto signature from your device, your device must be integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later.

Add an auto signature

1. In the messages options, click **Email Settings**.
2. Set the **Use Auto Signature** field to **Yes**.
3. Type an auto signature.
4. Click the trackwheel.
5. Click **Save**.

Note:

You can also add an auto signature in the BlackBerry Desktop Software. If you use the BlackBerry Internet Service™, log in to your account using a desktop browser to add an auto signature.

Related topic

[About auto signatures \(See page 13.\)](#)

About out-of-office replies

The out-of-office reply should be sent automatically to a contact the first time that contact sends you an email message.

To set an out-of-office reply on your BlackBerry® device, your device must be integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later.

Set an out-of-office reply

1. In the messages options, click **Email Settings**.
2. Set the **Use Out Of Office Reply** field to **Yes**.
3. Type a reply.
4. If you use an IBM® Lotus Notes® desktop email program, in the **Until** field, set the date on which the out-of-office reply should be turned off.
5. Click the trackwheel.
6. Click **Save**.

Note:

You can also set an out-of-office reply in your desktop email program. If you use the BlackBerry Internet Service™, log in to your account using a desktop browser to set an out-of-office reply.

Related topic

[About out-of-office replies \(See page 14.\)](#)

About filters

You can create filters to specify which email messages are forwarded to your BlackBerry® device and which messages remain in your desktop email program. To forward messages to your device, when creating a filter, select **Forward with Level 1 Notification** (sends messages with higher priority) or **Forward header only** (sends messages with only the **To**, **Sent**, and **From** fields).

If the message does not meet any filter criteria and should not be forwarded, set the **If no filters apply, send email to handheld** field to **No**.

Filters are applied to messages based on the order in which they appear. If you create multiple filters that could apply to the same message, you must decide which one should be applied first by placing that filter higher in the list.

To create filters on your device, your device must be integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later.

Create filters

1. In the messages options, click **Email Filters**.
2. Click the trackwheel.
3. Click **New**.
4. Set the filter information.
5. Click the trackwheel.
6. Click **Save**.

Notes:

To add a contact to the **From** or **Sent to** fields, click the trackwheel. Click **Select Name**. Click a name. Click **Continue**.

To make the filter detect messages from multiple contacts, use semicolons to separate contacts in the **From** or **Sent to** fields.

You can also use the BlackBerry Desktop Software to create filters. If you use the BlackBerry Internet Service™, log in to your account using a desktop browser to create filters.

Related topics

[About filters \(See page 14.\)](#)

[Manage filters \(See page 15.\)](#)

[Create filters quickly \(See page 15.\)](#)

Manage filters

Click a filter. Perform one of the following actions:

- To turn on the filter, select a filter. Press the **Space** key.
- To view and edit a filter, click a filter. Click **Edit**.
- To move the filter higher or lower in the list, click the filter. Click **Move**. Roll the trackwheel to move the filter. Click the trackwheel.
- To delete the filter, click a filter. Click **Delete**.

Create filters quickly

In a messages list, click a message on which to base your filter. Perform one of the following actions:

- To create a filter based on the sender, click **Filter Sender**. Type a title. Click the trackwheel. Click **Save**.
- To create a filter based on the subject, click **Filter Subject**. Type a title. Click the trackwheel. Click **Save**.

About folder redirection

If rules within your desktop email program direct new messages into different folders, you must specify which folders should forward messages to your BlackBerry® device.

To set folder redirection on your device, your device must be integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later.

Set folder redirection

1. In the messages options, click **Email Settings**.
2. Click the trackwheel.
3. Click **Folder Redirection**.
4. Select the check boxes beside the folders from which messages should be forwarded.
5. Click the trackwheel.

6. Click **Save**.

Notes:

Make sure that you select the **Inbox** check box. If you do not select the **Inbox** check box, messages are not forwarded from this folder.

To select all your folders for redirection, including your Sent Items folder, select the **Select All** check box. Messages that are sent from your desktop email program also appear on your BlackBerry® device.

You can also use the BlackBerry Desktop Software to specify folder redirection settings. If you use the BlackBerry Internet Service™, log in to your account using a desktop browser to specify folder redirection settings.

Related topics

[About folder redirection \(See page 15.\)](#)

[How do I stop messages that are sent from my desktop email program from appearing on my device? \(See page 111.\)](#)

[How do I make changes to the folders on my device? \(See page 111.\)](#)

Show or hide the number of new or unread messages

Unread messages are messages that you have not opened. New messages are messages that your BlackBerry® device has received since you last opened the messages list.

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **General Options**.
4. In the **Display Message Count** field, perform one of the following actions:
 - To display counts for new messages, select **New**.

- To display counts for unread messages, select **Unread**.
 - To never display counts, select **None**.
5. Click the trackwheel.
 6. Click **Save**.

Note:

Your theme might override the option that you set in the Display Message Count field.

Hide the unread message indicator

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Display New Message Indicator** field to **No**.
5. Click the trackwheel.
6. Click **Save**.

Note:

The Display New Message Indicator field appears only if the Display Message Count field is set to Unread.

Messages shortcuts

To open a selected message, press the **Enter** key.

To compose a message from the messages list, press **C**.

To reply to a message, press **R**.

To forward a message, press **F**.

To reply to all, press **L**.

To file a message, press **I**.

To search for text within a message, press **S**. To search for the next occurrence of the text, press **S** again.

To move down a page, press the **Space** key.

To move up a page, press the **Shift** key + the **Space** key.

To view sent messages or call logs for outgoing phone calls, in a messages list, press the **Alt** key + **O**.

To view received messages or call logs for incoming phone calls, in a messages list, press the **Alt** key + **I**.

To view voice mail messages, in a messages list, press the **Alt** key + **V**.

To move to the next unopened item, press **U**.

To move to the next related message, press **J**.

To move to the previous related message, press **K**.

To mark a message as opened or unopened, press the **Alt** key + **U**.

To move to the last cursor position in a received message, press **G**.

To view the address of a sender or a recipient, in the **To** or **From** field of a received message, select a name. Press **Q**. To show the display name again, press **Q**.

PIN messages

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About PIN messages

A personal identification number (PIN) uniquely identifies each BlackBerry® device on the network. If you know the PIN of another BlackBerry device user, you can send a PIN message to that person. PIN messages are not routed through an existing email account.

When your PIN message is delivered to the recipient, in a messages list, a **D** appears with a check mark beside the PIN message.

Find your PIN

In the device options, click **Status**.

Note:

If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, your PIN appears on the Enterprise Activation screen.

Send PIN messages

1. In a messages list, click the trackwheel.
2. Click **Compose PIN**.
3. In the **To** field, type a PIN or a contact name.
4. Type a message.
5. Click the trackwheel.
6. Click **Send**.

Note:

If a list of names appears as you type a contact name, click a name to add that contact to your message.

Manage PIN messages

Open a message. Click the trackwheel. Click one of the following menu items:

- **Save**
- **Reply**
- **Forward**
- **Forward As**
- **Reply To All**
- **Delete**

Note:

To remove the original message from a reply, click the trackwheel. Click **Delete Original Text**.

SMS messages

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About SMS messages

With an SMS-compatible phone number, you can send and receive short message service (SMS) messages. An SMS-compatible number is a phone number that your service provider enables for SMS.

You can send SMS messages to contacts who have SMS-compatible phone numbers.

Note:

If your BlackBerry® device supports sending SMS messages to email addresses, you can also send SMS messages to contacts who have email addresses.

Find your SMS number

In the phone, the My Number field displays your phone number. If your BlackBerry® device is enabled for SMS, this number is also your SMS number.

Type an SMS number

Contact your service provider for more information about SMS number format. Your service provider might require that all SMS numbers include the area code and other prefixes.

Note:

In the phone options, set your smart-dialing options to avoid typing the country code and area code.

Related topic

About smart dialing (See page 45.)

Open SMS messages

An unopened SMS message appears in a messages list with a closed italic envelope icon. After you open the message, the closed italic envelope changes to an open italic envelope.

Send SMS messages

1. In a messages list, click the trackwheel.
2. Click **Compose SMS**.
3. Click **[Use Once]**.
4. Click **SMS**.
5. Click **Phone**.
6. Type an SMS-compatible phone number.

7. Click the trackwheel.
8. Click **Continue**.
9. Type a message.
10. Click the trackwheel.
11. Click **Send**.

Notes:

If you have added contacts to the address book, you can select a contact from the list after you click **Compose SMS**.

If your BlackBerry® device supports sending SMS messages to email addresses, you can select the destination address as an email address after you click **[Use Once]**.

To send an SMS message quickly from the phone, type an SMS-compatible phone number. Click the trackwheel. Click **SMS<XXXXXXX>**.

Related topic

[Why can't I send SMS messages? \(See page 113.\)](#)

Add contacts to SMS messages

When composing an SMS message, click the trackwheel. Click **Add Recipient**.

Note:

You can send an SMS message to up to ten recipients.

Related topic

[Type an SMS number \(See page 19.\)](#)

Manage SMS messages

Open a message. Click the trackwheel. Click one of the following menu items:

- **Save**
- **Reply**
- **Forward**
- **Forward As**

- **Delete**

Note:

To remove previous SMS messages from a reply message, click the trackwheel. Click **Remove History**.

Resend sent SMS messages

To resend an SMS message to the same contact, in the message, click the trackwheel. Click **Resend**.

Note:

If you send an SMS message to multiple contacts and the message does not reach one or more contacts, click **Resend** to resend the message to the contacts who did not receive it initially.

MMS messages

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Manage MMS messages

About MMS messages

If your service provider supports MMS, and you have an MMS-compatible number, you can send and receive multimedia message service (MMS) messages. An MMS-compatible number is a phone number that your service provider enables for MMS.

You can send MMS messages that contain .jpg, .gif, .wbmp, .png, .smil, .midi, .mp3, .vcf (vCard®), or .vcs (vCalendar®) content and receive MMS messages that contain .jpg, .gif, .wbmp, .png, .midi, .mp3, .txt, .vcf, .vcs, .amr or .smil content.

You can add one or more images that are not copyright protected to an MMS message, but the message cannot exceed 300 KB.

You can only send non recurring appointments in MMS messages. If you attach a meeting, the attendees are removed.

Find your MMS number

In the phone, the My Number field displays your phone number. If your BlackBerry® device is enabled for MMS, this number is also your MMS number.

Open MMS messages

An unopened MMS message appears in a messages list with a closed italic envelope icon. After you open the message, the closed italic envelope changes to an open italic envelope.

If MMS content does not appear when you open the message, click the trackwheel. Click **Retrieve**.

Send MMS messages

1. In a messages list, click the trackwheel.
2. Click **Compose MMS**.
3. Click **[Use Once]**.
4. Click **MMS**.
5. Select a send method.
6. Type an MMS-compatible phone number or an email address.
7. Click the trackwheel.
8. Click **Continue**.

9. Type a message.
10. Click the trackwheel.
11. Click **Attach Address**, **Attach Appointment**, **Attach Picture**, or **Attach Audio**.
12. Click a contact, appointment, image, or audio file.
13. Click **Continue**.
14. Click the trackwheel.
15. Click **Send**.

Notes:

If you have added contacts to the address book, you can select a contact from the list after you click **Compose MMS**.

To send an MMS message quickly from the phone, type an MMS-compatible phone number. Click the trackwheel. Click **MMS<XXXXXXX>**.

If you attach image files, you can set the duration that each picture displays when the recipient opens the MMS message. In a **Slide Duration** field, press the **Space** key.

Related topic

[Can I send and receive MMS messages? \(See page 115.\)](#)

Send MMS messages from the browser, pictures list, or calendar

1. In the browser or pictures list, click an image. In the calendar, click an appointment.
2. Click **Send As MMS**.
3. Add a contact.
4. Type a message.
5. Click the trackwheel.
6. Click **Send**.

Set delivery and read notification

1. When composing an MMS message, click the trackwheel.
2. Click **Options**.
3. Set the **Confirm Delivery** and **Confirm Read** fields.
4. Click the trackwheel.
5. Click **Save**.

Related topic

[Can I configure notification for all MMS messages? \(See page 115.\)](#)

Manage MMS message attachments

In an open message, click an image or a vCalendar or vCard attachment. Click **View Image**, **View Appointment**, or **View Address**. Click the trackwheel. Click one of the following menu items:

- **Save**
- **Add To Calendar**
- **Add Contact**

Notes:

Images are saved in the pictures list.

To play an audio file, click **Play**. Roll the trackwheel to increase or decrease the volume. To stop playing the file, click the trackwheel.

To adjust the volume in an MMS message that contains .smil content, click the volume field in the top right corner of the slide. Click **Change Option**. Click a volume level.

Manage MMS messages

In an open MMS message, click the trackwheel. Click one of the following menu items:

- **Save**
- **Reply**

- **Forward**
- **Reply To All**
- **Delete**

Notes:

When you reply to an MMS message, the previous message is not included.

You cannot edit the content of an MMS message that you forward. You can only forward an MMS message if the content is not copyright protected.

Additional options might also be available if the message contains .smil content.

Search

About search

Search the messages list

Recall searches

Manage saved searches

Search for messages from a specific contact

Search for messages with a specific subject

Search for PIM items

Search shortcuts

About search

In a messages list, you can search using criteria that you set and you can save the search criteria for future use. You can also search for contacts or search for all messages that contain the same subject.

You can use the search program to search messages and personal information management (PIM) items, such as tasks, memos, contacts, and calendar entries, on your BlackBerry® device. You can also manage PIM items from the search results list.

Search the messages list

1. In a messages list, click the trackwheel.
2. Click **Search**.
3. Set the search criteria.
4. Click the trackwheel.
5. Click **Search**.

Notes:

To save a search after setting the search criteria, click the trackwheel. Click **Save**. Add a title and a shortcut key for your search. Click the trackwheel. Click **Save**.

If your BlackBerry® device is integrated with more than one email account, and you want to search for messages in a specific email account, set the Service field.

Related topics

Recall searches (See page 25.)

Manage saved searches (See page 25.)

Search for messages from a specific contact (See page 26.)

Search for messages with a specific subject (See page 26.)

Search for PIM items (See page 26.)

Recall searches

To view your saved searches, in a messages list, click the trackwheel. Click **Search**. Click the trackwheel. Click **Recall**.

Manage saved searches

In the list of saved searches, click a search. Click one of the following menu items:

- **Select Search**
- **Edit Search**
- **Delete Search**

Note:

To view the criteria of your last search quickly, in the list of searches, click the trackwheel. Click **Last**.

Related topic

[Recall searches](#)

Search for messages from a specific contact

To search for all messages received from a specific sender, in a messages list, click a message. Click **Search Sender**.

To search for all messages sent to a specific recipient, in a messages list, click a message. Click **Search Recipient**.

Note:

If your BlackBerry® device is integrated with more than one email account, you might be able to start a search from the message list for a specific email account. The device searches only for messages in that list. To search all email accounts for messages from a specific contact, search from the main messages list.

Search for messages with a specific subject

To search for all messages with the same subject, click a message. Click **Search Subject**.

Note:

If your BlackBerry® device is integrated with more than one email account, you might be able to start a search from the message list for a specific email account. The device searches only for messages in that list. To search all email accounts for messages with a specific subject, search from the main messages list.

Search for PIM items

1. In the search program, in the **Text** field, type text to search for.
2. In the **Name** field, type a contact name to search for.
3. Select one or more programs.
4. Click the trackwheel.
5. Click **Search**.

Notes:

If you type more than one word in the **Text** or **Name** field, all the words must appear for the search to be successful.

File attachments are not searched when you search PIM items.

Related topic

[How do I search for text in a file attachment? \(See page 118.\)](#)

Search shortcuts

To search for text in a specific program, in the program, click the trackwheel. Click **Find**. Type the text.

To search for a contact, in a list of contacts, type the contact name or initials separated by a space.

To stop a search that is in progress, press the **Escape** button.

Attachments

About attachments

Open a file attachment

Open embedded content

View tables in attachments

View attachment information

Navigate spreadsheet attachments

Navigate image attachments

View presentations

Navigate presentation attachments

Manage vCard address book attachments

Attachments shortcuts

Attachments — frequently asked questions

About attachments

You can view several types of file attachments on your BlackBerry® device, including .zip, .htm, .html, .doc, .dot, .ppt, .pdf, .wpd, .txt, .vcf, and .xls files. You can also view .bmp, .gif, .jpg, .png, and .tif image attachments.

If your device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.1 or later, you can view .wmf files on your device.

In a messages list, a paper clip icon appears beside messages with attachments.

Related topic

[Can I view file attachments on my device? \(See page 117.\)](#)

Open a file attachment

1. In a message, click the trackwheel.
2. Click **Open Attachment**.
3. Click the attachment.
4. Click **Expand**.
5. Perform one of the following actions:
 - To open a table of contents for the file attachment, click **Table of Contents**.
 - To open the file attachment, click **Full Content**.
6. Click **Retrieve**.

Note:

To reopen an image attachment quickly, in the message, click the attachment image. Click **Open Attachment**.

Open embedded content

In an attachment, click a content link. Click **Retrieve**. To return to the attachment, press the **Escape** button.

Examples of embedded content include tables, images, footnotes, text boxes, or comments.

View tables in attachments

To preview a table that is embedded in a document, click the table link. Click **Retrieve**.

To view the full table in the table preview, click the **Table Link** link. Click **Retrieve**.

View attachment information

To view the size, author, publication date, and other information about the attachment, open the attachment. Click the file name. Perform one of the following actions:

- If you have opened the complete file attachment, click **View Info**.
- If you have not opened the complete file attachment, click **Retrieve Info**.

Navigate spreadsheet attachments

To scroll horizontally in a spreadsheet, hold the **Alt** key and roll the trackwheel.

To move to a specific cell in a spreadsheet, click the trackwheel. Click **Go to Cell**. Type the cell coordinates. Click the trackwheel.

To display the contents of a cell in a spreadsheet, click the trackwheel. Click **View Cell**.

To view the previous worksheet in a workbook, click the trackwheel. Click **Prev Sheet**.

To view the next worksheet in a workbook, click the trackwheel. Click **Next Sheet**. If the next worksheet has not yet been retrieved, in the attachment, click the trackwheel. Click **More**.

To switch to a different worksheet in a workbook, click the trackwheel. Click **Table of Contents**. In the table of contents, click a worksheet. Perform one of the following actions:

- If the worksheet has been retrieved (underlined with a solid line), click **View**.
- If the worksheet has not been retrieved (underlined with a dashed line), click **Retrieve**.

To view all the worksheets in the table of contents, click the trackwheel. Click **More**.

Navigate image attachments

To pan horizontally across an image, hold the **Alt** key and roll the trackwheel.

To zoom into or out of an image, click the trackwheel. Click **Zoom In** or **Zoom Out**.

To zoom to the original image size, click the trackwheel. Click **Zoom 1:1**.

To turn an image 90 degrees in a clockwise direction, click the trackwheel. Click **Rotate**.

To view an image in more detail after zooming in, click the trackwheel. Click **Enhance**.

To view an image at a higher resolution, click the trackwheel. Click **Full Image**.

To view the previous page in a multiple-page image, click the trackwheel. Click **Prev Page**.

To view the next page in a multiple-page image, click the trackwheel. Click **Next Page**. If the next page has not yet been retrieved, in the attachment, click the trackwheel. Click **More**.

To switch to a different page in a multiple-page image, click the trackwheel. Click **Table of Contents**. In the table of contents, click a page. Perform one of the following actions:

- If the page has been retrieved (underlined with a solid line), click **View**.
- If the page has not been retrieved (underlined with a dashed line), click **Retrieve**.

To view all the pages in the table of contents, click the trackwheel. Click **More**.

View presentations

To view a Microsoft® PowerPoint® presentation in its original format, in the presentation, click the trackwheel. Click **View Slides**.

To view a PowerPoint presentation as a slide show, in the presentation, click the trackwheel. Click **Slide Show**. If a slide is not downloaded automatically, click the trackwheel. Click **Retrieve**.

To view only text in a PowerPoint presentation, in the presentation, click the trackwheel. Click **View Text**.

To view both text and slides, in the presentation, click the trackwheel. Click **View Both**.

Note:

To view more than the text of a PowerPoint presentation, your BlackBerry® device must be integrated with an account that uses BlackBerry Enterprise Server™ version 4.1 or later.

Related topic

Navigate presentation attachments (See page 29.)

Navigate presentation attachments

To view the next slide in a presentation, click the trackwheel. Click **Next Slide**.

To view the previous slide in a presentation, click the trackwheel. Click **Prev Slide**.

To stop a slide show, click the trackwheel. Click **Close**.

To zoom, rotate, enhance, or save a slide, in slide view or text and slide view, click a slide. Click **View**. Click the trackwheel. Click a menu item.

Note:

You can only navigate presentation attachments if your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.1 or later.

About vCard address book attachments

Address book attachments (vCard®.vcf files) contain contact information for a specific user. When you add a vCard attachment to your email message, recipients of your message can view and add your contact information to their BlackBerry® device address books. When you open a message that contains a vCard attachment, a book icon appears at the bottom of the message with the name of the attached contact.

Manage vCard address book attachments

To view a vCard® attachment, in an open message, click the attachment. Click **View Attachment**.

To add the contact information to your address book, in an address book attachment, click the trackwheel. Click **Add to Address Book**.

To update contact information, in an address book attachment, click the trackwheel. Click **Update Address**.

Related topic

About vCard address book attachments (See page 29.)

Attachments shortcuts

To switch between viewing the generated table of contents and the full content for a document attachment, press **V**.

To switch to a different worksheet in a spreadsheet attachment, press **V**. Select a worksheet. Press the **Enter** key.

To change the column size, press **W**.

To turn on or turn off column and row labels, press **H**.

To move to a specific cell, press **G**.

To display the contents of a cell, press the **Space** key.

To zoom into an image, press **I**. To continue zooming into an image, hold the **Left Shift** key and roll the trackwheel.

To zoom out of an image, press **O**. To continue zooming out of an image, hold the **Left Shift** key and roll the trackwheel.

To zoom to the original image size, press **W**.

To rotate an image, press **R**.

To view the next slide in a presentation, press **N**.

To view the previous slide in a presentation, press **P**.

To view a presentation as a slide show, press **S**.

To stop a slide show, hold the **Escape** button.

To move between presentation views, in a presentation, press **M**.

Synchronizing data

About email reconciliation

Turn on wireless email reconciliation

Reconcile deleted messages

About PIM synchronization

Turn on wireless PIM synchronization

Synchronization — frequently asked questions

About email reconciliation

If you turn on email reconciliation, any messages that you file or delete on your BlackBerry® device should also be filed or deleted in your desktop email program. Likewise, any changes that you make to messages in your desktop email program should be reflected on your device.

If your device integration option supports wireless email reconciliation, changes are reconciled over the wireless network.

If your device integration option does not support wireless email reconciliation, changes can be reconciled using the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Online Help* for more information about manual email reconciliation.

Related topic

[Can I reconcile email messages over the wireless network? \(See page 121.\)](#)

Turn on wireless email reconciliation

In the messages options, click **Email Reconciliation**. Set the **Wireless Reconcile** field to **On**. Click the trackwheel. Click **Save**.

Note:

Set the wireless reconcile option for each email account that is integrated with your BlackBerry® device.

Related topic

[Can I reconcile email messages over the wireless network? \(See page 121.\)](#)

Reconcile deleted messages

To set how deleted messages are reconciled between your BlackBerry® device and desktop email program, in the messages options, click **Email Reconciliation**. Set the **Delete On** field. Click the trackwheel. Click **Save**.

Note:

Set the email reconciliation option for each email account that is integrated with your device.

Related topic

[Delete multiple messages at one time \(See page 13.\)](#)

About PIM synchronization

You can synchronize personal information management (PIM) items such as tasks, memos, contacts, and calendar entries so that the entries on your BlackBerry® device and in your desktop email program are similar.

If your device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later and wireless PIM synchronization is turned on, PIM items should be synchronized over the wireless network. You can turn wireless PIM synchronization on and off using the device.

If your device is integrated with an account that uses BlackBerry Enterprise Server™ version 2.1 or later and wireless calendar synchronization is enabled, calendar entries should be synchronized over the wireless network. You can synchronize all other PIM items using the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Online Help* for more information about synchronizing PIM items manually or configuring wireless calendar synchronization using the BlackBerry Desktop Software.

Related topic

[Can I synchronize PIM items over the wireless network? \(See page 121.\)](#)

Related topic

[Can I synchronize PIM items over the wireless network? \(See page 121.\)](#)

Turn on wireless PIM synchronization

In the tasks, memo, address book, or calendar options, set the **Wireless Synchronization** field to **Yes**. Click the trackwheel. Click **Save**.

If the Wireless Synchronization option does not appear on the BlackBerry® device, you can set wireless calendar synchronization using the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Online Help* for more information.

Notes:

If you have been using your device with wireless PIM synchronization turned off or you are turning on wireless PIM synchronization for the first time, synchronize your device using the BlackBerry Desktop Software before you turn on wireless PIM synchronization.

If you turn on wireless PIM synchronization on the device, you cannot synchronize PIM items using the BlackBerry Desktop Software.

Backing up and restoring device data

About backing up and restoring device data

Restore device data

5. Click **Activate**.

About backing up and restoring device data

If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, settings on your device that are not saved in your desktop email program should be backed up over the wireless network. These settings include fonts, bookmarks, and other device settings. Information that is saved as part of personal information management (PIM) synchronization or wireless email reconciliation is not backed up.

If you are using the BlackBerry Desktop Software with your device, you can back up and restore your device data using the Backup and Restore tool. See the *BlackBerry Desktop Software Online Help* for more information about backing up and restoring device data manually.

If your device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later and your device data is lost or erased, you should be able to restore your device data (but not message data) using enterprise activation.

Restore device data

1. In the device options, click **Advanced Options**.
2. Click **Enterprise Activation**.
3. Type your corporate email address and the password supplied by your system administrator.
4. Click the trackwheel.

Typing

About AutoText

Use AutoText

Create AutoText entries

Manage AutoText entries

Cut or copy text

Paste text

Turn on tones when pressing keys

Set the cursor speed

Typing shortcuts

Typing — frequently asked questions

About AutoText

AutoText is designed to replace specific text that you type with the appropriate AutoText entry. Use AutoText to correct spelling and to replace abbreviations with complete words.

Your BlackBerry® device has built-in AutoText entries that correct common mistakes. For example, AutoText changes **hte** to **the**.

You can create AutoText entries for your common typing mistakes or for abbreviations. For example, you might create an AutoText entry that replaces **ttyl** with **talk to you later**.

Use AutoText

To use AutoText, type an AutoText entry. Press the **Space** key.

Related topics

About AutoText (See page 35.)

Create AutoText entries (See page 35.)

Turn off AutoText for SMS messages (See page 36.)

Create AutoText entries

1. In the device options, click **AutoText**.
2. Click the trackwheel.
3. Click **New**.
4. In the **Replace** field, type the text to replace.
5. In the **With** field, type the text that should appear.
6. In the **Using** field, set whether the entry is capitalized exactly as typed (Specified Case) or whether the entry is capitalized according to its context (SmartCase).
7. Set the language.
8. Click the trackwheel.
9. Click **Save**.

Related topic

What is the Insert Macro menu item? (See page 36.)

Turn off AutoText for SMS messages (See page 36.)

Manage AutoText entries

In the device options, click **AutoText**. Click an AutoText entry. Perform one of the following actions:

- **Edit**
- **Delete**

Related topic

Turn off AutoText for SMS messages (See page 36.)

Turn off AutoText for SMS messages

In the device options, click **SMS**. Set the **Disable AutoText** field to **Yes**. Click the trackwheel. Click **Save**.

Cut or copy text

1. Click the trackwheel.
2. Click **Select**.
3. Select text.
4. Click the trackwheel.
5. Click **Cut** or **Copy**.

Paste text

Place the cursor where you want to insert the cut or copied text. Click the trackwheel. Click **Paste**.

Related Topic

Copy and paste calculations (See page 69.)

Turn on tones when pressing keys

In the device options, click **Screen/Keyboard**. Set the **Key Tone** field to **On**. Click the trackwheel. Click **Save**.

Set the cursor speed

In the device options, click **Screen/Keyboard**. Set the **Key Rate** field. Click the trackwheel. Click **Save**.

Typing shortcuts

To capitalize a letter, hold the letter key until the capitalized letter appears.

To insert a period, press the **Space** key twice. The next letter is capitalized.

To type the alternate character on a key, hold the **Alt** key and press the character key.

To type a symbol, press the **Symbol** key. Click a symbol.

To type an accented or special character, hold the letter key and roll the trackwheel.

To insert a currency symbol, press the **Currency** key.

To turn on CAP lock, press the **Alt** key + the **Right Shift** key.

To turn on NUM lock, press the **Right Shift** key + the **Alt** key.

To turn off NUM lock or CAP lock, press the **Right Shift** key.

To type a number in a number field, press a number key. You do not need to press the **Alt** key.

To type a letter in a number field, hold the number key until the letter appears.

To insert the at sign (@) and periods in an **Email** field, press the **Space** key.

Typing — frequently asked questions

What is the Insert Macro menu item?

How do I undo an AutoText change?

Why can't I use shortcuts on the Home screen?

How do I change the currency symbol that appears when I press the Currency key?

What is the Insert Macro menu item?

The Insert Macro menu item enables you to insert common variables, such as the current date or current time, into your AutoText entries.

How do I undo an AutoText change?

If you type text and the AutoText feature automatically replaces it, you can undo the change by pressing the **Backspace/Delete** key twice.

Why can't I use shortcuts on the Home screen?

The Dial From Home Screen option overrides using shortcuts on the Home screen, in favor of making calls. To use shortcuts, in the general phone options, set the **Dial From Home Screen** field to **No**.

Note:

Depending on your theme, a programs list might be available. If your theme uses a programs list, shortcuts can be used in the programs list, even if the **Dial From Home Screen** field is set to **Yes**.

How do I change the currency symbol that appears when I press the Currency key?

In the device options, click **Screen/Keyboard**. Set the **Currency Key** field.

Phone

- Find your phone number
- Make phone calls
- Make emergency calls
- Turn on A-GPS support
- Change the privacy setting for location-based services
- Acquire the GPS position of your device
- Make calls using speed dial
- Check voice mail
- Answer calls
- Alternate between calls
- Mute calls
- Adjust the phone volume
- Turn on and off speakerphone
- Use other programs during calls
- Dial using letters
- Make three-way calls
- Assign speed dial numbers to keys
- Log calls
- Forward calls
- Set automatic volume control
- Set default country and area codes
- Set corporate extension dialing
- Set voice mail options
- Set the TTY option
- Turn on telecoil mode
- Set the default call volume

- Set voice privacy change alert
- Reset call timers
- Phone shortcuts
- Phone — frequently asked questions

Find your phone number

In the phone, the My Number field displays your phone number.

Make phone calls

In the phone, type a phone number or select a contact. Press the **Send** key. To end the call, press the **End** key.

Notes:

If the contact that you want to call is not listed, click the trackwheel. Click **Call From Address Book** to select a contact from your address book.

You can also make a call on the Home screen. Type the number and press the **Send** key.

Related topics

Add pauses or waits (See page 57.)

Can I use the phone when the device or keyboard is locked? (See page 125.)

Make emergency calls

You should be able to make emergency calls even if your BlackBerry® device is locked. If your device is not connected to the wireless network, it should connect automatically when the emergency call is initiated.

To make an emergency call, perform one of the following actions:

- **Unlocked keyboard or device:** In the phone, type the emergency number. Press the **Send** key.
- **Locked keyboard or device:** Click the trackwheel. Click **Emergency Call**. Click **Yes**.

Note:

Emergency calls can only be made to official emergency access numbers, for example 911 in North America.

Related topics

Turn on A-GPS support (See page 40.)

About Emergency Callback Mode (See page 41.)

About A-GPS support

Depending on your service provider, your BlackBerry® device might be enabled with Assisted Global Positioning System (A-GPS) support.

If your device is enabled with A-GPS support, an emergency operator should be able to estimate your location when you make an emergency call or when your device is in Emergency Callback Mode.

Turn on A-GPS support

In the device options, click **Location Based Services**. Perform one of the following actions:

- To turn on and off A-GPS support for emergencies, set the **GPS Services** field to **911 Only/Location Off** or **Location Off/Location On**.
- To enable an operator to estimate your location at other times (subject to A-GPS limitations), set the **GPS Services** field to **Location On**.

Warning:

In an emergency, always provide detailed information about your location to the emergency operator. Because of certain limitations in A-GPS technology and emergency infrastructure, the emergency operator might not be able to estimate your location using only A-GPS information.

Note:

The options present on your BlackBerry® device to turn on and off A-GPS support might differ slightly depending on your service provider.

Related topics

About A-GPS support (See page 40.)

About Emergency Callback Mode (See page 41.)

About location-based services

Depending on your service provider, your BlackBerry® device might be enabled with location-based services. The privacy setting for location-based services controls whether programs on your device can use the GPS position of your BlackBerry® device. For example, a program could use the GPS position of your device to give you driving directions.

Change the privacy setting for location-based services

To set the privacy level for location-based services on your BlackBerry® device, in the device options, click **Location Based Services**. Perform one of the following actions:

- To be prompted each time a location-based service program wants to use the GPS position of your device, set the **Privacy Setting** field to **By Permission**. Click the trackwheel. Click **Save**.
- To prevent location-based service programs from using the GPS position of your device, set the **Privacy Setting** field to **Restricted**. Click the trackwheel. Click **Save**.

- To allow location-based service programs to use the GPS position of your device, set the **Privacy Setting** field to **Unrestricted**. Click the trackwheel. Click **Save**.

Notes:

Contact your service provider for more information on the availability of location-based services privacy settings.

If you set the privacy level for location-based services on your device to By Permission or Restricted, and you make an emergency call from your device, an emergency operator should still be able to estimate your approximate location (subject to A-GPS limitations).

Related topics

[About location-based services \(See page 40.\)](#)

[Acquire the GPS position of your device \(See page 41.\)](#)

Acquire the GPS position of your device

Your BlackBerry® Global Positioning System (GPS) location is determined using information from GPS satellites, and it is expressed as a longitude and latitude. To acquire your BlackBerry satellite position, in the device options, click **Location Based Services**. Click the trackwheel. Click **Refresh GPS**.

Notes:

Contact your service provider for the availability of the GPS positioning service.

If you cannot acquire your BlackBerry satellite position by clicking Refresh GPS, try again when your BlackBerry device is exposed to a wide area of open sky.

Related topics

[About A-GPS support \(See page 40.\)](#)

[About location-based services \(See page 40.\)](#)

[Change the privacy setting for location-based services \(See page 40.\)](#)

About Emergency Callback Mode

When you end an emergency call, the BlackBerry® device enters Emergency Callback Mode. This mode enables the operator to call you back or determine your approximate location. Depending on your service provider, Emergency Callback Mode is active for five minutes or is canceled when you make a non-emergency call.

In Emergency Callback Mode, you cannot send and receive messages or browse web pages.

Your device exits Emergency Callback Mode at any time if you make a non-emergency call.

Note:

To exit Emergency Callback Mode manually, click the trackwheel. Click **Exit Emergency Callback Mode**.

Make calls using speed dial

In the phone, hold the key that is assigned to the contact or phone number.

Note:

You can also use speed dial to make a phone call on the Home screen or in a messages list.

Related topics

[Assign speed dial numbers to keys \(See page 43.\)](#)

[Change speed dial numbers \(See page 43.\)](#)

Check voice mail

On the Home Screen, click **Voicemail**.

Notes:

The Voicemail icon is unavailable if no voice mail number is specified.

Depending on your theme, the number of new or unheard voice mail messages might appear in the device status section of the screen and beside the program name.

Related topic

Set voice mail options (See page 45.)

Answer calls

To answer a call, click **Answer**. If you do not want to answer a call, click **Ignore**.

If you are already connected to a call and you receive another call, click **Answer - Hold Current**.

To end a call, press the **End** key.

Note:

You can also press the **Send** key to answer a call. If you are already connected to a call and you receive another call, press the **Send** key to place the current call on hold and answer the incoming call.

Related topics

Can I use the phone when the device or keyboard is locked? (See page 125.)

Use Bluetooth wireless technology during a call (See page 72.)

Alternate between calls

During a call, if you receive an incoming call, click **Answer - Hold Current**. Click the trackwheel. Click **Flash** to alternate between calls.

Notes:

You must subscribe to a call waiting service to alternate between calls.

You can also press the **Enter** key to alternate between calls.

Mute calls

To mute a call, press the **Mute** button. Press the **Mute** button again to turn mute off.

Adjust the phone volume

To increase the volume, during a call, roll the trackwheel up. To decrease the volume, roll the trackwheel down.

Turn on and off speakerphone

To turn on speakerphone, during a call, press the **Speakerphone** key.

To turn off speakerphone, during a call, press the **Speakerphone** key again.

Warning:

Do not hold the BlackBerry® device near your ear while you use speakerphone. Hearing damage can occur. See the *BlackBerry Safety and Product Information Booklet* for more information about using speakerphone safely.

Related topic

Use Bluetooth wireless technology during a call (See page 72.)

Use other programs during calls

To use other device programs during a call, click the trackwheel. Click **Home Screen**.

Note:

If you switch to a different program and you want to end the phone call, press the **End** key.

Dial using letters

To type letters in phone numbers, press the **Alt** key. Type the letter.

To type multiple letters, press the **Right Shift** key + the **Alt** key. Type letters. To dial numbers again, press the **Right Shift** key.

Note:

When you type a letter in a phone number, your BlackBerry® device dials the number that is associated with the letter on a conventional phone keypad.

Make three-way calls

1. During a call, click the trackwheel.
2. Click **3-Way Call**.
3. Type a phone number or click a contact.
4. Press the **Enter** key twice.
5. During the second call, click the trackwheel.
6. Click **Flash**.

Notes:

The Active Call screen shows that you are only connected to the second contact even though you are connected to both calls.

To disconnect from the second contact, click the trackwheel. Click **Flash**.

Related topic

[Can I make three-way calls? \(See page 126.\)](#)

Assign speed dial numbers to keys

1. In the phone, click the trackwheel.
2. Click **View Speed Dial List**.
3. Click an unassigned key.
4. Click **New Speed Dial**.
5. Click a contact.
6. Click **Add Speed Dial To <contact name>**.

Note:

To assign a contact or phone number from the phone to a speed dial key, select a contact or phone number. Hold an unassigned key. Click **OK**.

Related topic

[Change speed dial numbers \(See page 43.\)](#)

Change speed dial numbers

In the phone, click the trackwheel. Click **View Speed Dial List**. Click a contact or phone number. Perform one of the following actions:

- To change the contact that is assigned to a speed dial key, click **Edit**. Click a new contact. Click **Add Speed Dial To <contact name>**.
- To assign the contact to a different speed dial key, click **Move**. Roll the trackwheel to move the contact. Click the trackwheel.
- To delete a contact from the speed dial list, click **Delete**.

About call logs

Call logs appear when you open the phone. Missed call logs also appear in a messages list. Depending on your theme, missed calls might also appear on the Home screen.

Log calls

To set whether call logs appear in a messages list, in the phone options, click **Call Logging**. Select the call log type that you want to appear in a messages list. Press the **Space** key.

If you do not want any call logs to appear in a messages list, select **None**. Press the **Space** key.

Related topics

[About call logs](#)

[Manage call logs \(See page 44.\)](#)

Can I set the phone to display frequently called numbers? (See page 126.)

How do I change how long messages and phone call logs remain in a messages list? (See page 110.)

Manage call logs

In the phone, or in a messages list, open a call log. Click the trackwheel. Perform one of the following actions:

- To add notes to the call log, click **Add Notes**.
- To edit call log notes, click **Edit Notes**.
- To forward call log notes, click **Forward**.

To delete call log notes, in the open call log, click the trackwheel. Click **Edit Notes**. Click the trackwheel. Click **Clear Field**.

Forward calls

1. In the phone options, click **Call Forwarding**.
2. Click the type of calls to forward.
3. Click **Do Not Forward** or the current forwarding phone number.
4. Click **Change Number**.
5. Click a forwarding phone number.
6. Click the trackwheel.
7. Click **Save**.

Note:

Before you enable call forwarding, verify that your service provider supports this feature, and that you have call forwarding phone numbers added. Contact your service provider for more information.

Related topics

[Add call forwarding phone numbers \(See page 44.\)](#)

[Delete call forwarding phone numbers \(See page 44.\)](#)

[Can I use call forwarding? \(See page 126.\)](#)

How do I edit the phone number to which my calls are forwarded? (See page 126.)

Add call forwarding phone numbers

1. On the Call Forwarding screen, click a type of calls to forward.
2. Click **New Number**.
3. Type a phone number.
4. Press the **Enter** key.
5. Click the trackwheel.
6. Click **Close**.

Related topic

[How do I edit the phone number to which my calls are forwarded? \(See page 126.\)](#)

Delete call forwarding phone numbers

On the Call Forwarding screen, click the current call forwarding number. Click **Edit Numbers**. Click a phone number. Click **Delete**.

Related topic

[How do I edit the phone number to which my calls are forwarded? \(See page 126.\)](#)

About automatic volume control

Automatic volume control is designed to adjust the volume on your BlackBerry® device when you are using the phone in a noisy environment.

Set automatic volume control

In the phone options, click **Enhanced Audio**. Set the **Automatic Volume Control** field. Click the trackwheel. Click **Save**.

Related topic

About automatic volume control (See page 44.)

About smart dialing

You can specify default country and area codes so that any numbers that are specified as links, or any numbers in your address book that do not contain these codes, are dialed correctly.

If you call a corporation frequently, you can also set your smart-dialing options so that you do not have to type the main number for the corporation. To call a contact in the corporation, you only need to press the **Alt** key + the **8** key and type the extension number.

Set default country and area codes

1. In the phone options, click **Smart Dialing**.
2. Set the **Country Code** and **Area Code** fields.
3. In the **National Number Length** field, set the default length for phone numbers in your country.
4. Click the trackwheel.
5. Click **Save**.

Note:

When you calculate the default length for phone numbers, include your area code and local number, but do not include your country code or the National Direct Dialing prefix.

Warning:

If you roam to another country and you change your smart-dialing options, phone numbers for contacts in your address book might not be dialed correctly.

Related topic

About smart dialing (See page 45.)

Set corporate extension dialing

1. In the phone options, click **Smart Dialing**.

2. In the **Number** field, type the main phone number for a corporation.
3. Set how long the BlackBerry® device waits before dialing an extension.
4. In the **Extension Length** field, set the default length for extensions.
5. Click the trackwheel.
6. Click **Save**.

Related topic

About smart dialing (See page 45.)

Set voice mail options

In the phone options, click **Voicemail**. Type a voice mail access number and any additional numbers, such as a password or extension. Click the trackwheel. Click **Save**.

Notes:

If your BlackBerry® device is provisioned for voice mail, the voice mail access number might already appear on the screen. Contact your service provider for more information about voice mail for your device.

If your device is not provisioned for voice mail, you can type the access number for a different voice mail system.

About TTY

You can use text telephone (TTY) to make calls to, and receive calls from, other TTY devices. If you connect your BlackBerry® device to a TTY device, calls that you receive on your device are converted to text.

When TTY is enabled, an indicator appears in the device status section of the screen.

Note:

The TTY option is only available on some BlackBerry® devices. Contact your service provider for more information.

Set the TTY option

In the phone options, click **TTY**. Set the **TTY Mode** field. Click the trackwheel. Click **Save**.

Related topics

[About TTY \(See page 45.\)](#)

[Can I use a TTY device with my device? \(See page 126.\)](#)

About telecoil mode

In telecoil mode, the magnetic signal of the BlackBerry® device is modified to an appropriate level and frequency response to be picked up by hearing aids that are equipped with telecoils.

When telecoil mode is turned on, an indicator (H-T) appears in the device status section of the screen.

Turn on telecoil mode

In the phone options, click **Hearing Aid Mode**. Set the **Mode Enabled** field to **Telecoil**. Click the trackwheel. Click **Save**.

Related topic

[About telecoil mode \(See page 46.\)](#)

About default call volume

You can specify a default volume level that is used for all calls, even if you adjusted the volume during a previous call.

Set the default call volume

In the phone options, click **General Options**. Set the **Default Call Volume** field. Click the trackwheel. Click **Save**.

Related topic

[About default call volume \(See page 46.\)](#)

About voice privacy

Depending on your service provider, your BlackBerry® device might support a voice privacy service.

Depending on the status of the wireless network, the voice privacy status might change during a phone call. If voice privacy is active, a small "P" icon appears on the Active Call screen and in the device status section of the screen.

You can set whether you receive notification when there is a change in voice privacy service during a call.

Set voice privacy change alert

In the phone options, click **Sounds**. Set the **Privacy Alert** field. Click the trackwheel. Click **Save**.

Related topic

[About voice privacy \(See page 46.\)](#)

Reset call timers

1. In the phone, click the trackwheel.
2. Click **Status**.
3. Click **Last Call** or **Total Calls**.
4. Click **Clear Timer**.
5. Click the trackwheel.
6. Click **Save**.

Phone shortcuts

To open the phone, press the **Send** key.

To end a call, press the **End** key.

To call a selected contact or phone number, press the **Send** key.

To call a speed dial number, hold the assigned key.

To add an extension to a phone number, press the **Alt** key + the **8** key. Type the extension number.

To show the last number that you typed, press the **Space** key + the **Enter** key. Press the **Enter** key again to dial the number.

To call your voice mail access number, hold **1**.

To type letters in phone numbers, hold the **Alt** key and type letters.

To mute a call, press the **Mute** button. To turn off mute, press the **Mute** button again.

To turn on speakerphone, during a call, press the **Speakerphone** key. To turn off speakerphone, press the **Speakerphone** key again.

To change the volume during a call, roll the trackwheel.

To move to the top of the call log list in the phone, press the **Space** key.

To insert a wait when typing a phone number, press **B**.

To insert a pause when typing a phone number, press **N**.

Browser

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About the browser

Your BlackBerry® device supports multiple browser types. Depending on your service provider and your integration option, more than one browser might appear. Your service provider might also change the browser name to reflect available services.

Use the WAP Browser on your device to view WML web pages.

Use the BlackBerry Browser to view HTML web pages. If your device is integrated with an account that uses the BlackBerry Enterprise Server™, the BlackBerry Browser also enables you to view your corporate intranet. Contact your system administrator for more information.

Use the Internet Browser, which is available from some service providers, to view HTML web pages. Contact your service provider for more information about Internet Browser support.

Go to web pages

1. In the browser, click the trackwheel.
2. Click **Go To**.
3. Type a web address.
4. Click the trackwheel.
5. Click **OK**.

Notes:

To insert a period, press the **Space** key.

To insert a slash mark (/), press the **Shift** key + the **Space** key.

The Go To dialog box tracks the web addresses that you type. To go to a web page on the list, click the web address. Click **OK**.

Use the browser

To select text and images as you scroll through a web page, click the trackwheel. Click **Select Mode**.

To select only links and fields as you scroll through a web page, click the trackwheel. Click **View Mode**.

To open the browser and display a list of useful bookmarks provided by your service provider, press the **Convenience** key.

To follow a link, click the link. Click **Get Link**.

To stop loading a web page, click the trackwheel. Click **Stop**.

To view the previous web page in the history, click the trackwheel. Click **Back**.

To view the next web page in the history, click the trackwheel. Click **Forward**.

To go to your home page, click the trackwheel. Click **Home**.

To view a list of the last 20 web pages that you visited, click the trackwheel. Click **History**.

To refresh the current web page, click the trackwheel. Click **Refresh**.

To view the address for the current web page, click the trackwheel. Click **Page Address**.

To view the address for a link, click the link. Click **Link Address**.

To view the address for an image, click the image. Click **Image Address**.

To move the browser to the background to use another program, click the trackwheel. Click **Hide**.

To close the browser, click the trackwheel. Click **Close**.

View images

To set how images load in your browser, in the browser options, click **Browser Configuration**. To load images while the page is loading, set the **Show Images** field. To show image placeholders if images do not load, set the **Show Image Placeholders** field to **Yes**. Click the trackwheel. Click **Save**.

To load some images after the web page is loaded, click the trackwheel. Click **More Images**. To load all the images, click the trackwheel. Click **All Images**.

To view an image on its own page, click the image. Click **Full Image**. To return to the web page, click the trackwheel. Click **Back**.

Related topic

[Navigate images \(See page 50.\)](#)

Navigate images

To pan horizontally across an image, hold the **Alt** key and roll the trackwheel.

To zoom into or out of an image, click the trackwheel. Click **Zoom In** or **Zoom Out**.

To zoom to the original image size, click the trackwheel. Click **Zoom 1:1**.

To turn an image 90 degrees in a clockwise direction, click the trackwheel. Click **Rotate**.

Note:

You can navigate full images or images in the pictures list.

Copy links, images, or web page addresses

On a web page, click a link or image. Click **Link Address**, **Image Address**, or **Page Address**. Click **Copy Address**.

To paste the address, place the cursor where you want to insert the copied text. Click the trackwheel. Click **Paste**.

Related topic

[How do I select images and text on a web page? \(See page 128.\)](#)

Send links or images in email messages

1. On a web page, click a link or image.
2. Click **Link Address** or **Image Address**.
3. Click **Send Address**.
4. In the **To** field, type an email address or a contact name.

5. Type a message.
6. Click the trackwheel.
7. Click **Send**.

Note:

To send a web page address in a message, on the web page, click the trackwheel. Click **Send Address**. Type an email address or a contact name. Send the message.

Related topic

[How do I select images and text on a web page? \(See page 128.\)](#)

Save images

You can save .jpeg, .png, .gif, and .bmp web page images in the pictures list. On a web page, click an image. Click **Save Image**. After the image is saved in the pictures list, click the trackwheel. Click **Save**.

Note:

Depending on your service provider, you might not be able to save images.

Related topics

[Set the Home screen background image \(See page 80.\)](#)

[Navigate images \(See page 50.\)](#)

[How do I select images and text on a web page? \(See page 128.\)](#)

Manage saved images

In the pictures list, click an image. Click one of the following menu items:

- **Open**
- **Delete**

View files

If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.1 or later, you can view .doc, .pdf, .ppt, .txt, .wpd, and .xls file types in the browser. On a web page, click the file link. Click **Get Link**.

Save web page requests

While a web page is loading, you can save the web page request in a messages list. Saving the request to the messages list enables you to use other programs while you are waiting for the web page to load. Click the trackwheel. Click **Save Request**.

You can also save a web page that has finished loading in a messages list. Saving a fully loaded web page enables you to open the text on the web page at any time. On the web page, click the trackwheel. Click **Save Page**.

Note:

A saved web page displays content that was current at the time that the web page was saved. To update the content on a saved page, click the trackwheel. Click **Refresh**.

Create bookmarks

On a web page, click the trackwheel. Click **Add Bookmark**.

Manage bookmarks

In the bookmarks list, click a bookmark. Click one of the following menu items:

- **Edit Bookmark**
- **Delete Bookmark**

Related topic

[Organize bookmarks into folders \(See page 52.\)](#)

Organize bookmarks into folders

In the bookmarks list, click a folder. Perform one of the following actions:

- To add a folder, click **Add Subfolder**.
- To open a bookmark folder with subfolders, click **Expand**.
- To close a bookmark folder with subfolders, click **Collapse**.
- To rename a folder that you added, click the trackwheel. Click **Rename Folder**.
- To move a bookmark into a folder, click the bookmark. Click **Move Bookmark**. Roll the trackwheel to move the bookmark. Click the trackwheel.

Clear browser caches

In the browser options, click **Cache Operations**. Click the button for a type of cache.

About TLS

Transport Layer Security (TLS) is designed to provide additional authentication and security when you browse web pages using the BlackBerry Browser.

Related topic

[How do I set BlackBerry Browser security options? \(See page 129.\)](#)

About WTLS

Wireless Transport Layer Security (WTLS) is the WAP Browser security layer that is designed to provide security for WAP services.

Related topic

[How do I set WAP Browser security options? \(See page 129.\)](#)

Browser shortcuts

To return to the last page that you viewed, press the **Escape** button.

To insert a period in the Go To dialog box, press the **Space** key.

To insert a slash mark (/) in the Go To dialog box, press the **Shift** key + the **Space** key.

To go to the home page, press **H**.

To edit a web address in the Go To dialog box, hold the **Alt** key and roll the trackwheel. In the Go To field, edit the text. Click the trackwheel. Click **OK**.

To open the bookmarks screen, press **K**.

To add a bookmark, press **A**.

To refresh a web page, press **R**.

To search for a word on a page, press **F**. To find the next instance of a word on a page, press **V**.

To view the history, press **I**.

To move to the next page in the history, press **N**.

To move to the previous page in the history, press the **Backspace/Delete** key.

To view, copy, or send the address for a link, press **L**.

To view, copy, or send the address for a page, press **P**.

To view more images, press **M**.

To view all images, press **Q**.

To open the browser options, press **O**.

To move down a page, press the **Space** key.

To move up a page, press the **Shift** key + the **Space** key.

To save a web page to the messages list, press **S**.

To view a file link, press the **Enter** key.

To stop a web page from loading, press the **Escape** button.

To move to a specific web page, press **G**.

To move between full-screen mode and normal mode, press **U**.

To move the browser to the background to use another program, press **D**.

To close the browser, hold the **Escape** button.

Downloading

[Download programs](#)

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[Prevent third-party programs from transmitting data](#)

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Download programs

On a web page, click a link for a program. Click **Get Link**. Click **Download**. Click **OK**.

Related topics

[Why did a new program appear on my device? \(See page 54.\)](#)

[Legal notice \(See page 141.\)](#)

Manage programs

To view a list of programs that are currently loaded on your BlackBerry® device, in the device options, click **Advanced Options**. Click **Applications**.

To view details for a third-party program, on the Applications screen, click the program. Click **Properties**.

To delete a third-party program, click the program. Click **Delete**.

Related topic

[Legal notice \(See page 141.\)](#)

Download ring tones

1. On a web page, click a .mid or .mp3 file link.
2. Click **Get Link**.
3. Click **Menu**.
4. Click **Save**.
5. Type a name for the ring tone.
6. Click **OK**.

Note:

Your service provider might have supplied a link to a preferred vendor of ring tones. In the profiles list, click the trackwheel. Click **Show Tunes**. Click the trackwheel. Click **Download Tunes**.

Related topics

[Can I listen to a ring tone before I download it? \(See page 54.\)](#)

[Manage ring tones \(See page 75.\)](#)

[About profiles \(See page 75.\)](#)

[Legal notice \(See page 141.\)](#)

About browser push

Browser push is designed to enable you to receive content on your BlackBerry® device from web applications without requesting it. For example, you can receive updates or notifications for weather, stock quotes, or news.

You can turn on browser push for your WAP Browser, your BlackBerry Browser, or both browser types. You can also set which hosts provide this information to you.

Set notification for different types of browser push information, including service load information (web pages or applications), service indication information (web page addresses or messages), or other types of information.

When you receive a notification, an icon should appear in a messages list.

If you set the browser push notification to Prompt, a dialog box appears when you receive a notification.

If you set the browser push notification to Auto, a dialog box might also appear, if specified by the sender.

If you set the browser push notification to Reject, you receive no additional notification.

Turn on browser push

1. In the device options, click **Advanced Options**.
2. Click **Browser Push**.
3. Select one or more of the check boxes.
4. Set the options for browser push notification types.
5. Click the trackwheel.
6. Click **Save**.

Note:

If you turn on browser push notification for your WAP Browser, you can also select the Allow WAP Push Applications check box.

Related topics

[About browser push \(See page 53.\)](#)

[About the browser \(See page 49.\)](#)

Downloading — frequently asked questions

[Why can't I load new programs onto my device?](#)

[Why did a new program appear on my device?](#)

[What software version do I have on my device?](#)

[Can I listen to a ring tone before I download it?](#)

Why can't I load new programs onto my device?

Verify that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

Your device must also have sufficient available memory to load a program.

If the program still does not load and your device is integrated with an account that uses the BlackBerry Enterprise Server™, certain programs might not be available to you. Contact your system administrator for more information.

Why did a new program appear on my device?

If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, your system administrator can send selected programs over the wireless network. Contact your system administrator for more information.

Can I listen to a ring tone before I download it?

Yes. On a web page, click a ring tone file link. Click **Get Link**.

To preview the ring tone, click **Play**.

To stop listening to the ring tone, click **Stop**.

Contacts

Add contacts

Manage contacts

Create mailing lists

Manage mailing lists

Manage contacts in mailing lists

Add a phone tune for a contact

Create categories

Apply categories to contacts, tasks, or memos

Sort contacts, tasks, or memos by category

Delete categories

Add pauses or waits

Search for contacts in your company address book

Search for PIM items

Contacts — frequently asked questions

Add contacts

1. In the address book, click the trackwheel.
2. Click **New Address**.
3. Type the contact information.
4. Click the trackwheel.
5. Click **Save**.

Note:

To add a contact from a message, memo, call log, or web page, click the contact. Click **Add to Address Book**. Type any additional information. Click the trackwheel. Click **Save**.

Manage contacts

Click a contact. Click one of the following menu items:

- **View**
- **Edit**
- **Delete**

Related topic

Share your address book with a paired Bluetooth-enabled device (See page 72.)

Create mailing lists

1. In the address book, click the trackwheel.
2. Click **New Group**.
3. Type a name for the mailing list.
4. Click the trackwheel.
5. Click **Add Member**.
6. Click a contact.
7. Click **Continue**.
8. Repeat steps 4 to 7 to add other contacts to the mailing list.
9. Click the trackwheel.
10. Click **Save Group**.

Note:

If you create a mailing list, it is not copied to or from your desktop email program.

Manage mailing lists

Click a mailing list. Click one of the following menu items:

- **View Group**
- **Edit Group**
- **Delete Group**

Manage contacts in mailing lists

Click a contact. Click one of the following menu items:

- **View Member**
- **Change Member**
- **Delete Member**
- **Add Member**

Note:

When you delete members from a group or delete a group, the contacts remain in the address book.

About custom phone tunes

You can add a custom phone tune for a contact without changing other notifications.

Custom phone tune settings appear in both the address book and the profiles list. When you add a custom phone tune to a contact, a new profile exception appears in the profiles list as "Calls From <contact>." Profile exceptions are shared between the address book and the profiles list and changes made in one program are made in the other program.

Add a phone tune for a contact

1. In the address book, click a contact.
2. Click **Edit**.
3. Click the trackwheel.
4. Click **Add Custom Phone Tune**.
5. Set a phone tune.
6. Click the trackwheel.
7. Click **Save**.

Related topic

[About custom phone tunes \(See page 56.\)](#)

[Create profile exceptions \(See page 76.\)](#)

About categories

You can create categories in which to group your contacts, tasks, and memos. You can also narrow the contacts, tasks, and memos that appear based on categories.

Category names are not case sensitive. More than one category can apply to a contact, task, or memo. If you use IBM® Lotus Notes® as your desktop email program, you can apply more than one category to a task on your BlackBerry® device, but only one category synchronizes with the task in your desktop email program.

Categories are shared between the address book, the task list, and the memos list and changes that are made in one program are made in all programs.

Create categories

1. In the address book, task list, or memos list, click the trackwheel.
2. Click **Filter**.
3. Click the trackwheel.
4. Click **New**.
5. Type a name for the category.
6. Press the **Enter** key.
7. Click the trackwheel.
8. Click **Close**.

Related topic

[About categories \(See page 56.\)](#)

Apply categories to contacts, tasks, or memos

1. When creating or editing a contact, task, or memo, click the trackwheel.
2. Click **Categories**.
3. Select a category.
4. Press the **Space** key.
5. Click the trackwheel.
6. Click **Save**.

Sort contacts, tasks, or memos by category

In the address book, task list, or memos list, click the trackwheel. Click **Filter**. Select a category. Press the **Space** key.

Note:

To view your full list of contacts again, click the trackwheel. Click **Filter**. Clear the check box beside the selected category.

Delete categories

In the address book, task list, or memos list, click the trackwheel. Click **Filter**. Click a category. Click **Delete**.

Note:

When you delete a category, the category is deleted, but any contacts, tasks, or memos to which the category applied are not deleted.

About pauses and waits

Use a wait or a pause to separate additional numbers, for example a password or extension, from a main phone number. After dialing the main phone number, your BlackBerry® device either pauses before dialing the additional numbers (pause) or prompts you to type them (wait).

Add pauses or waits

When creating or editing a contact, in a phone number field, click the trackwheel. Click **Add Wait** or **Add Pause**. Type the additional numbers.

Related topic

[About pauses and waits \(See page 57.\)](#)

About remote address book search

To find and add contacts from your company address book, your BlackBerry® device must be integrated with an account that uses BlackBerry Enterprise Server™ version 3.5 or later for Microsoft® Exchange, BlackBerry Enterprise Server version 2.2 or later for IBM® Lotus® Domino®, or BlackBerry Enterprise Server version 4.0 or later for Novell® GroupWise®. Contact your system administrator for more information.

Search for contacts in your company address book

In the address book, click the trackwheel. Click **Lookup**. Type the name of a contact. Click the trackwheel.

Note:

You can also type part of a contact name to widen the search results.

Related topics

[About remote address book search \(See page 57.\)](#)

[Manage remote address book search results \(See page 57.\)](#)

Manage remote address book search results

In the remote address book search results, click a contact. Perform one of the following actions:

- To add a contact to your address book, click **Add**.
- To add all the contacts found during the search, click **Add All**.
- To view information for a contact, click **View**.
- To delete a contact from the search results, click **Delete**.
- To delete the search results, click **Delete Lookup**.
- To start a new search, click **Lookup**.

Calendar

About the calendar

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Manage meeting participants

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Calendar — frequently asked questions

About the calendar

In the BlackBerry® device calendar, you can view your appointments and meetings in one of four views. Day, Week, and Month views show all your appointments for the selected time period. Agenda view shows all your scheduled appointments in a list.

Depending on your theme, upcoming calendar entries might appear on the Home screen.

Change the calendar view

To change to another calendar view (Day, Week, Month, or Agenda), click the trackwheel. Click a view.

To change the default view that appears when you open the calendar, in the calendar options, set the **Initial View** field. Click the trackwheel. Click **Save**.

Navigate the calendar

To go to a specific date, click the trackwheel. Click **Go to Date**. Set the date. Click the trackwheel.

To go to the current date, click the trackwheel. Click **Today**.

To move forward or back by a time period, click the trackwheel. Click **Prev** or **Next**.

Schedule appointments

1. In the calendar, click the trackwheel.
2. Click **New**.
3. Type the appointment details.
4. If the appointment is recurring, set how frequently it should recur.
5. Click the trackwheel.
6. Click **Save**.

Notes:

If your appointment recurs, perform the following actions:

Set the **Every** field to change the frequency of the appointment. For example, to set an appointment to recur every three days, set the **Every** field to **3**.

Select the **Relative Date** check box for the appointment to recur on a relative date (for example, on the last Friday of each month).

In the **Days** field, set the days on which the weekly appointment should recur. To select a day, press the **Space** key.

Related topics

Change the default reminder time for appointments and meetings (See page 60.)

About power off and reminders (See page 85.)

Schedule appointments quickly

In the calendar options, verify that the **Enable Quick Entry** field is set to **Yes**. In Day view, beside the start time, type the subject of the appointment. Type a location in parentheses. Click the trackwheel.

Note:

To change the start and end times, after typing the location, hold the **Shift** key and roll the trackwheel. To change the end time only, roll the trackwheel.

Related topics

Change the default reminder time for appointments and meetings (See page 60.)

About power off and reminders (See page 85.)

Change the default reminder time for appointments and meetings

In the calendar options, set the **Default Reminder** field to the amount of time before the appointment that the BlackBerry® device should remind you. The default is 15 minutes.

Related topics

About power off and reminders (See page 85.)

Can I set a snooze time for task and calendar reminders? (See page 134.)

What is dismissed if I click Dismiss All in a reminder? (See page 134.)

Schedule meetings

1. In the calendar, click the trackwheel.

2. Click **New**.
3. Type the meeting details.
4. If the meeting is recurring, set how frequently it should recur.
5. Click the trackwheel.
6. Click **Invite Attendee**.
7. Click a contact.
8. Click **Invite**.
9. Repeat steps 5 to 8 to add other contacts to your meeting.
10. Click the trackwheel.
11. Click **Save**.

Notes:

If your meeting recurs, perform the following actions:

Set the **Every** field to change the frequency of the appointment. For example, to set an appointment to recur every three days, set the **Every** field to **3**.

Select the **Relative Date** check box for the appointment to recur on a relative date (for example, on the last Friday of each month).

In the **Days** field, set the days on which the weekly appointment should recur. To select a day, press the **Space** key.

Related topics

Change the default reminder time for appointments and meetings (See page 60.)

About power off and reminders (See page 85.)

Manage appointments and meetings

To view your list of appointments, in Month view, click a day. Click **View Appts**.

To view or change details for an appointment or meeting, click the appointment or meeting. Click **Open**.

To delete an appointment or meeting, click the appointment or meeting. Click **Delete**.

Respond to meeting invitations

In an open meeting invitation, click the trackwheel. Click one of the following menu items:

- **Accept** or **Accept with comments**
- **Tentative** or **Tentative with comments**
- **Decline** or **Decline with comments**

Notes:

To check your calendar when replying to a meeting invitation, click the trackwheel. Click **View Calendar**.

If you delete a meeting invitation from the messages list before you accept or decline it, the meeting is deleted from your desktop calendar.

Manage meeting participants

Open a meeting. In an **Accepted** or **Declined** field, click a contact. Click one of the following menu items:

- **Invite Attendee**
- **Change Attendee**
- **Remove Attendee**

Calendar shortcuts

For these shortcuts to work in Day view, in the calendar options, set the **Enable Quick Entry** field to **No**.

To change to Agenda view, press **A**.

To change to Day view, press **D**.

To change to Week view, press **W**.

To change to Month view, press **M**.

To move to the current date, press **T**.

To move to a specific date, press **G**.

To create an appointment, press **C**.

To move to the next day, week, or month, press the **Space** key.

To move to the previous day, week, or month, press the **Shift** key + the **Space** key.

To move the cursor horizontally in Week view, hold the **Alt** key and roll the trackwheel.

To move the cursor vertically in Month view, hold the **Alt** key and roll the trackwheel.

Tasks

Create tasks

Manage tasks

Change task status

Create categories

Apply categories to contacts, tasks, or memos

Sort contacts, tasks, or memos by category

Delete categories

Search for PIM items

Tasks — frequently asked questions

Create tasks

1. In the task list, click the trackwheel.
2. Click **New**.
3. Type the task details.
4. Set a due date for the task.
5. If the task is recurring, set how frequently it should recur.
6. Click the trackwheel.
7. Click **Save**.

Notes:

If your task recurs, perform the following actions:

Set the **Every** field to change the frequency of the task. For example, to set a task to recur every three days, set the **Every** field to 3.

Select the **Relative Date** check box for the task to recur on a relative date (for example, on the last Friday of each month).

In the **Days** field, set the days on which the weekly task should recur. To select a day, press the **Enter** key.

Manage tasks

Click a task. Click one of the following menu items:

- **Open**
- **Delete**
- **Delete Completed**
- **Mark Completed**
- **Mark In Progress**
- **Hide Completed**

Change task status

To change the status for a task to **Waiting** or **Deferred**, open the task. Edit the **Status** field.

Tasks — frequently asked questions

Can I remove the prompt that appears before I delete contacts, calendar entries, tasks, or memos?

Can I change how my contacts or tasks display?

Can I clear all the categories that apply to a contact, task, or memo?

How do I know how many contacts, calendar entries, tasks, or memos I have saved?

Can I set a snooze time for task and calendar reminders?

What is dismissed if I click Dismiss All in a reminder?

Can I show tasks in the device calendar?

Memos

Write memos

Manage memos

Create categories

Apply categories to contacts, tasks, or memos

Sort contacts, tasks, or memos by category

Delete categories

Search for PIM items

Memos — frequently asked questions

Can I clear all the categories that apply to a contact, task, or memo?

How do I know how many contacts, calendar entries, tasks, or memos I have saved?

Write memos

1. In the memos list, click the trackwheel.
2. Click **New**.
3. Type a title.
4. Type the body of the memo.
5. Click the trackwheel.
6. Click **Save**.

Manage memos

Click a memo. Click one of the following menu items:

- **View**
- **Edit**
- **Delete**

Memos — frequently asked questions

Can I remove the prompt that appears before I delete contacts, calendar entries, tasks, or memos?

Alarm

Set the alarm

Silence the alarm

Turn off the alarm

Alarm — frequently asked questions

Set the alarm

1. In the alarm, set the **Daily Alarm** field to **On**.
2. Set the time when the alarm should sound.
3. Set whether to snooze the alarm and the length of the snooze.
4. Set a type of notification for the alarm.
5. Click the trackwheel.
6. Click **Save**.

When you set the alarm, a bell icon appears beside the date in the device status section of the screen.

Related topic

About power off and reminders (See page 85.)

Silence the alarm

Press any key. If snooze is enabled, in the Daily Alarm dialog box, click **Snooze**.

Turn off the alarm

In the alarm, set the **Daily Alarm** field to **Off**.

Alarm — frequently asked questions

Why didn't my alarm notify me on a Saturday or Sunday?

How do I change the alarm volume?

What is the escalating volume level?

Why didn't my alarm notify me on a Saturday or Sunday?

In the alarm, verify that the **Active on Weekends** field is set to **Yes**. If this field is set to **No**, your alarm does not notify you on Saturdays or Sundays.

How do I change the alarm volume?

In the alarm, set the **Volume** field.

When you set the volume, you can also customize the notification, including the tune and the number of times that the tune plays.

Calculator

Use the calculator memory

Copy and paste calculations

Convert measurements

Calculator shortcuts

Use the calculator memory

To store a number in the memory, type a number. Press **K**.

To recall the number in the memory, press **J**.

To delete the number in the memory, press **H**.

To add to the number that is currently stored in the memory, type a number. Press **L**.

To subtract from the number that is currently stored in the memory, type a number. Press **U**.

Copy and paste calculations

Click the trackwheel. Click **Copy**.

To paste the calculation back into the calculator display or into another program, click the trackwheel. Click **Paste**.

Convert measurements

In the calculator, type a number. Click the trackwheel. Perform one of the following actions:

- To convert the number from imperial to metric, click **To Metric**.
- To convert the number from metric to imperial, click **From Metric**. Click a conversion type.

Calculator shortcuts

To add, press **O**.

To subtract, press **I**.

To multiply, press **A**.

To divide, press **G**.

To clear the screen, press **Y**.

To clear the last entry, press **T**.

To find the square root, press **V**.

To use the percent function, press **B**.

To add a number to the memory, type the number and press **L**.

To recall the memory, press **J**.

To replace the memory, type a number and press **K**.

To clear the memory, press **H**.

To display the result of your calculation, press the **Enter** key.

Bluetooth

About Bluetooth wireless technology

Turn on or off the Bluetooth radio

Pair with another Bluetooth-enabled device

Manage paired Bluetooth-enabled devices

Set how your BlackBerry device appears to other Bluetooth-enabled devices

Use Bluetooth wireless technology during a call

Share your address book with a paired Bluetooth-enabled device

Bluetooth — frequently asked questions

About Bluetooth wireless technology

Bluetooth® wireless technology is designed to enable your BlackBerry® device to establish wireless connections with other Bluetooth-enabled devices, such as a handsfree car kit or wireless headset, in close proximity.

Turn on or off the Bluetooth radio

To turn on the Bluetooth® radio, in the device options, click **Bluetooth**. Click the trackwheel. Click **Enable Bluetooth**.

To turn off the Bluetooth radio, in the device options, click **Bluetooth**. Click the trackwheel. Click **Disable Bluetooth**.

About Bluetooth pairings

When you pair your BlackBerry® device with another Bluetooth®-enabled device, you should be able to connect to the other Bluetooth-enabled device over the wireless network when it is within range of your BlackBerry device (a typical range is approximately 10 meters).

After you pair with a Bluetooth-enabled device, you can set your BlackBerry device to connect with that Bluetooth-enabled device without prompting you.

Pair with another Bluetooth-enabled device

1. In the device options, click **Bluetooth**.
2. Click the trackwheel.
3. Click **Add Device**.
4. Click the name of a Bluetooth®-enabled device.
5. In the **Enter passkey for <device name>** field, type a passkey.
6. Type the same passkey on the Bluetooth-enabled device to which you are pairing.

Notes:

Verify that the Bluetooth-enabled device that you want to pair with is in the correct mode for pairing.

The names of Bluetooth-enabled devices with which you have already paired appear in the list of paired Bluetooth-enabled devices. They do not appear in the list of Bluetooth-enabled devices that appears when you click Add Device.

Related topic

About Bluetooth pairings (See page 71.)

Manage paired Bluetooth-enabled devices

In the list of paired Bluetooth®-enabled devices, click a paired Bluetooth-enabled device. Click **Device Properties**. Perform one of the following actions:

- Edit the paired Bluetooth-enabled device name.
- Set whether the paired Bluetooth-enabled device can connect with your BlackBerry® device without prompting.
- Set whether Bluetooth connections with your BlackBerry device are encrypted.

Note:

To remove a Bluetooth-enabled device from the list of paired Bluetooth-enabled devices, click a Bluetooth-enabled device. Click **Delete Device**.

Set how your BlackBerry device appears to other Bluetooth-enabled devices

In the Bluetooth® options, perform one of the following actions:

- In the **Device Name** field, type the name of your BlackBerry® device.
- In the **Discoverable** field, set whether your BlackBerry device is available for pairing with other Bluetooth-enabled devices.

Use Bluetooth wireless technology during a call

1. Verify that the Bluetooth® radio is turned on and that your BlackBerry® device is paired with a Bluetooth-enabled device.

2. During a call, click the trackwheel. Click **Activate <Bluetooth device>**.

Related topic

About Bluetooth pairings (See page 71.)

Share your address book with a paired Bluetooth-enabled device

In the Bluetooth® options, in the **Address Book Transfer** field, perform one of the following actions:

- To share all the contacts in your BlackBerry® device address book, select **All Entries**.
- To share contacts that you have had contact with recently over the phone, select **Hotlist Only**.

Date and time

Set the date and time

Why is the time on my device incorrect?

If you have set the Date/Time Source field to Network or BlackBerry, you can update the time. On the Date/Time screen, click the trackwheel. Click **Update Time**.

Set the date and time

1. In the device options, click **Date/Time**.
2. Set the **Time Zone** field.
3. In the **Date/Time Source** field, set a date and time source.
4. Click the trackwheel.
5. Click **Update Time**.
6. Click the trackwheel.
7. Click **Save**.

Note:

Depending on your service provider, multiple date and time sources might be available.

- To use the wireless network as the date and time source, set the **Date/Time Source** field to **Network**.
- To use the BlackBerry® network as the date and time source, set the **Date/Time Source** field to **BlackBerry**.
- To set the date and time yourself, set the **Date/Time Source** field to **Off**. Set the other fields on the Date/Time screen.

Why is the time on my device incorrect?

If you have traveled to a different time zone, set the Time Zone field to display the correct time zone.

Profiles

About profiles

Enable profiles

Create notification profiles

Manage notification profiles

Manage ring tones

Create profile exceptions

Manage profile exceptions

Manage contacts in profile exceptions

Add a phone tune for a contact

Silence your device

Set the alarm

Profiles — frequently asked questions

About profiles

Notification profiles are designed to alert you of appointment and task reminders, and incoming messages, calls, and browser content. You can create a profile that specifies which sounds to use, whether to notify you when the BlackBerry® device is in or out of the holster, and what volume level to use. You can use different sounds for each type of item.

The device has six preset notification profiles: Loud, Vibrate, Quiet, Normal, Phone Only, and Off. You can edit these default profiles, except for the Off profile. You cannot delete them.

Enable profiles

In the profiles list, click a notification profile. Click **Enable**.

Note:

To change the current notification profile quickly, select a profile. Press the **Space** key.

Create notification profiles

1. In the profiles list, click the trackwheel.
2. Click **New Profile**.
3. Type a name for the profile.
4. Click an item.
5. Click **Edit**.
6. Set how you want to receive notification for that item.
7. Click the trackwheel.
8. Click **Save**.
9. Click the trackwheel.
10. Click **Save**.

Manage notification profiles

Click a profile. Click one of the following menu items:

- **Edit**
- **Delete**

Manage ring tones

In the profiles list, click a profile. Click **Show Tunes**. Click a ring tone. Click one of the following menu items:

- **Play**
- **Delete**
- **Volume**

Notes:

The Volume option only sets how loud or quiet the tune plays when you listen to it in the list. To change the volume for your notification, edit the profile.

You can only delete downloaded ring tones.

About custom notification

You can create exceptions to notification profiles to receive different notification for incoming messages and phone calls from specific contacts. For example, you can create a profile exception that uses the Loud profile when you receive messages and phone calls from specific contacts, regardless of the active profile.

Profile exceptions are applied based on the order in which they appear. If you create multiple profile exceptions that include the same contact, you must decide which one to apply first by placing that profile exception higher in the list.

The BlackBerry® device has a preset profile exception for important calls. You can add contacts to this profile exception, or you can delete it.

Create profile exceptions

1. In the profiles list, click the trackwheel.
2. Click **New Exception**.
3. In the **Exception** field, type a name for the profile exception.
4. In the **From** field, click the trackwheel.
5. Click **Add Name**.
6. Click a contact.
7. Click **Continue**.
8. In the **Use Profile** field, set the profile on which the exception should be based.
9. Click the trackwheel.
10. Click **Save**.

Notes:

You can add multiple contacts to a profile exception. In the **From** field, click the trackwheel. Click **Add Name**.

To add a custom tune for phone calls, select the **Custom Phone Tune** check box. Set a phone tune.

If you set the Use Profile field to Active Profile and you do not change the Custom Phone Tune field, the profile exception has no effect.

Related topics

[About custom notification \(See page 76.\)](#)

[Manage profile exceptions \(See page 76.\)](#)

[Add a phone tune for a contact \(See page 56.\)](#)

Manage profile exceptions

In the profiles list, click a profile exception. Perform one of the following actions:

- To edit a profile exception, click **Edit**.
- To move a profile exception higher or lower in the list, click the profile exception. Click **Move**. Roll the trackwheel to move the profile exception. Click the trackwheel.
- To see the list of available tunes, click **Show Tunes**.
- To delete a profile exception, click **Delete**.

Note:

To turn off a profile exception, select the exception. Press the **Space** key. To turn on the profile exception again, press the **Space** key.

Manage contacts in profile exceptions

In a profiles exception, in the **From** field, click a contact. Click one of the following menu items:

- **Change Name**

- Delete Name

Silence your device

To silence your BlackBerry® device, in the profiles list, select the Quiet profile.

To receive only vibrate notification, in the profiles list, select the Vibrate profile.

To turn off all notification, including profile exceptions and LED notification, in the profiles list, select the Off profile.

Related topic

Silence the alarm (See page 67.)

Profiles — frequently asked questions

What is the escalating volume level?

Why isn't the ring tone being played the number of times that I have set?

Why am I not receiving notification for incoming calls or received messages?

How do I set custom notification for messages from a specific contact?

Why can I not edit all the fields for a Calls From profile exception?

Can I set one phone tune for all my profiles?

Can I be notified of other items during a call?

What is the escalating volume level?

If you use the escalating volume level, the notification volume level consistently increases until the BlackBerry® device reaches the loudest volume level.

Why isn't the ring tone being played the number of times that I have set?

For phone calls, the number of times that the BlackBerry® device sounds or vibrates is not determined by the number of beeps that you set in your notification profile. The device sounds or vibrates until the caller or the network ends the connection.

Why am I not receiving notification for incoming calls or received messages?

In the profiles list, verify that the Off profile is not enabled. If this profile is enabled, all notification is turned off, including profile exceptions and LED notification.

If you set the Custom Phone Tune field to MUTE, you do not receive notification for calls from the contacts that the exception applies to.

How do I set custom notification for messages from a specific contact?

In the profiles list, create a new notification profile that sets the tune that you want to use for your messages. Create a profile exception for the contact and set the Use Profile field to the new notification profile.

Why can I not edit all the fields for a Calls From profile exception?

Calls From profile exceptions appear in the profiles list when you add a custom phone tune from the address book. Because these exceptions are for phone calls only, you can only edit the Custom Phone Tune field.

Can I set one phone tune for all my profiles?

Yes. In the profiles list, click the trackwheel. Click **Show Tunes**. Click a phone tune. Click **Set As Phone Tune**.

Can I be notified of other items during a call?

Yes. In the profiles list, click a profile. Click **Edit**. Click an item. Click **Edit**. Set the **Notify me during calls** field to **Yes**.

Note:

Depending on your BlackBerry® device, you might not be able to set the Notify me during calls field for all items.

Screen display

Turn off automatic backlighting adjustment

Set how long backlighting remains on

Turn on and off the device screen

Adjust the brightness of the backlighting

Set the display language

Set the Home screen background image

Download background images

Set the font

Assign a program to a Convenience key

About themes

Apply a theme to your device

Delete themes

Download themes

Organize the Home screen

Organize the programs list

About backlighting

The screen and keyboard on your BlackBerry® device are designed to be lit so that you can use your device in various lighting levels.

The device is also designed to adjust the backlighting level automatically as the lighting level in your environment changes.

Turn off automatic backlighting adjustment

To stop your BlackBerry® device from adjusting the backlighting level automatically, in the device options, click **Screen/Keyboard**. Set the **Automatic Backlight** field to **No**. Click the trackwheel. Click **Save**.

Related topic

About backlighting (See page 79.)

Set how long backlighting remains on

To set how long backlighting stays on if you do not use your BlackBerry® device, in the device options, click **Screen/Keyboard**. Set the **Backlight Timeout** field. Click the trackwheel. Click **Save**.

Related topics

About backlighting (See page 79.)

Adjust the brightness of the backlighting (See page 80.)

Turn on and off the device screen

To turn on the screen, roll the trackwheel or press a key. When your BlackBerry® device is not used for a period of time, the screen turns off to conserve battery power.

Related topics

About backlighting (See page 79.)

Adjust the brightness of the backlighting (See page 80.)